



INTELLIGENT EVENT MODULE BASICS

The InterSystems Caché 2010.1 Intelligent Event Module (IEM) enables you to automate real-time monitoring of the Caché® database (version 2010.1) and capture the critical information you need for effective enterprise management.

The InterSystems Caché 2010.1 IEM provides ConsoleWorks® with a watch-list of text messages, including error codes, system warnings, and status alerts, produced by the Caché database. ConsoleWorks watches for these messages, called Events, in the data streams of your managed database systems.

Events

When ConsoleWorks detects an Event, it alerts you to the Event as it is happening, records the circumstances surrounding the Event, and automatically performs the default or customer-configured responses associated with that Event.

Scans

IEMs come with Events pre-arranged in logical groupings, called Scans™. Working with a Scan—or a combination of Scans—instead of hundreds of individual Events simplifies managing Events across your enterprise.

INTERSYSTEMS CACHÉ 2010.1 IEM AT A GLANCE

Events:	4165
Scans:	1 Master 5 Event Severity
Filename:	<code>cw_iem- intersystems_cache2010- 0001.bin</code>
License Required:	<code>CONWRKS-DB-CACHEDB.lic</code>
*Connector Required:	Serial, LAT Port, LAT Service, Telnet, or Telnet on Demand
*Script Required:	<code>LOGFWD.COM</code>

**These connectors and this script are specific to using the IEM on OpenVMS systems. For information about using the IEM on UNIX® or Microsoft® Windows® systems, contact TDi Support (support@tditechnologies.com).*

USING THE INTERSYSTEMS CACHÉ 2010.1 IEM

To use this IEM, complete the following tasks:

1. Download the IEM from the TDi web site.
2. Import the IEM into ConsoleWorks.
3. Move `LOGFWD.COM` to the managed asset running the Caché database.
4. Customize the script to reflect your environment.
5. Associate the Scans from the IEM with the databases you want to manage.

Download the IEM

1. Obtain a license for the InterSystems Caché 2010.1 IEM. To obtain this license, contact TDi (sales@tditechnologies.com).
2. Connect to the TDi web site (<http://support.tditechnologies.com/applications>).
3. Locate and click **InterSystems Caché 2010.1**.
4. In the Connect to support2.tditx.com dialog box, enter your User name and Password, and click **OK**. To obtain a User name and Password, contact TDi Support (support@tditechnologies.com).
5. Save the file (`cw_iem-intersystems_cache2010-0001.bin`) to a directory accessible from your client workstation.

Import the IEM

1. On the main menu, click **Events > IEMs**.
2. On the Import IEM page, click **Browse**.
3. On the Choose file dialog box, locate and double-click `cw_iem-intersystems_cache2010-0001.bin`.
4. On the Import IEM page, click **Import IEM**, and wait for the **IEM Import Completed** or the **Import Successful** message to appear before attempting to associate Scans.

Move the LOGFWD.COM to the managed asset running the Caché database

The InterSystems Caché 2010.1 IEM uses the script, `LOGFWD.COM`, to forward log entries—in real time—from the database to ConsoleWorks. You should receive the



script as an attachment to an email from TDi Support. Save the script to the managed asset.

Customize LOGFWD.COM

The log-forwarding script contains options that you can customize to meet the needs of your site.

To customize script:

1. Gather the following information:
 - CACHÉ logfile directory name
 - CACHÉ logfile name (typically, `CCONSOLE.LOG`)
2. Determine the polling interval, which is the frequency with which the script runs (typically, 60 seconds).
3. Customize the script:

```
LOGFWD.COM P1 P2 P3 P4
```

by replacing:

- `P1` with the location of the CACHÉ logfiles
- `P2` with the name of the logfile (typical suffix: `.LOG`)
- `P3` with the polling interval in HH:MM:SS format
- `P4` with either `SKIP` (send only new log entries) or `NOSKIP` (send all log entries)

Example:

```
LOGFWD.COM DISK1:[CACHE.DIR] CCONSOLE.LOG
-
00:01:00 SKIP
```

To include script in system start

To have `LOGFWD.COM` run when your system starts, add the following line to the system's `STARTUP` command file, replacing `P1`, `P2`, `P3`, and `P4` with values that match your environment:


```
SUBMIT/USER=SYSTEM/PARAM=( "P1", "P2", "P3"
-
, "P4" ) LOGFWD.COM
```

Note: Ensure that this script starts after ConsoleWorks has started.

Associate the Scans

Associate the Scans from the InterSystems Caché 2010.1 IEM with the Caché databases you want ConsoleWorks to monitor. When you associate Scans with a database, you are specifying that ConsoleWorks scan the data streams of that database for the Events contained in the Scans.

Example: To associate Scan CACHE2010_CRITICAL

1. On the main menu, click **Events > Scans > Edit**.
The Edit Scan page appears.
2. On the Name drop-down list, click **CACHE2010_CRITICAL**.
3. Click , then click **Add**.
The Add Consoles selector appears.
4. Select the Consoles you want associated with the Scan, review your choices in the Selected Consoles window, and click **OK**.
5. Click **Save**.

SCANS AVAILABLE IN THE INTERSYSTEMS CACHÉ 2010.1 IEM

The InterSystems Caché 2010.1 IEM contains a Master Scan and five Event Severity Scans.

Master Scan

The Master Scan, `CACHE2010`, is the top-level Scan. It references all the other Scans in the IEM. When you associate the Master Scan with a database, you are specifying that ConsoleWorks scan the data streams of that database for any of the IEM's 4,165 Events.

Event Severity Scans

The InterSystems Caché 2010.1 IEM contains five Event Severity Scans. Use one or more of these Scans to monitor Caché databases for Events based on their Severity level.

The IEM provides the following Event Severity Scans:

- | | |
|--|-------------|
| • <code>CACHE2010_CRITICAL</code> | 3 Events |
| • <code>CACHE2010_MAJOR</code> | 220 Events |
| • <code>CACHE2010_MINOR</code> | 70 Events |
| • <code>CACHE2010_WARNING</code> | 1498 Events |
| • <code>CACHE2010_INFORMATIONAL</code> | 2374 Events |



SAMPLE INTERSYSTEMS CACHÉ 2010.1 IEM EVENTS

The InterSystems Caché 2010.1 IEM provides you with names, message texts, Severity ratings, and explanations for Events produced by Caché databases.

The following section displays samples of the information you receive for each Event in the InterSystems Caché 2010.0 IEM.

Sample Event 1

Name: CACHE2010_NWDUFAIL_BLKNUM
Message: <NETWORK DATA UPDATE FAILED - BLOCKNUMBER>
Severity: MAJOR
Explanation: Updates sent over the network were lost because the remote system attempted to refer to a block that is outside the bounds of the database; notify your system manager.

Sample Event 2

Name: CACHE2010_TSQL_109
Message: There are more columns in the INSERT statement than values specified in the VALUES clause.
Severity: INFORMATIONAL
Explanation: The number of values in the VALUES clause must match the number of columns specified in the INSERT statement.

Sample Event 3

Name: CACHE2010_5924
Message: An error occurred and the specified error page could not be displayed - please inform the web master
Severity: MINOR
Explanation: When an error in a CSP page occurs at runtime, the CSP engine redirects to a user-specified error page that can handle the error in any manner it wishes. If, however, this user-specified error page does not exist or there is an error in generating this error page, then the CSP engine logs the fact that something has gone wrong using BACK^%ETN and reports this error message. As this error may appear on a production system if there is a bug in the user-written error page, the message is deliberately vague. To resolve this error, first check that the error page specified in the CSP application exists and then look at possible bugs in this error page. See also a question on this in the FAQ appendix.

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